

Message Text

LIMITED OFFICIAL USE

PAGE 01 CAIRO 13664 180539Z
ACTION SS-15

INFO OCT-01 NEA-10 ISO-00 SCS-03 SCA-01 H-01 /031 W
-----077145 180543Z /21

R 171252Z AUG 77
FM AMEMBASSY CAIRO
TO SECSTATE WASHDC 8402
INFO AMCONSUL ALEXANDRIA

LIMITED OFFICIAL USE CAIRO 13664

FOR DEPUTY SECRETARY FROM AMBASSADOR

E.O. 11652: NA
TAGS: CASC
SUBJ: PROTECTIVE CONSULAR SERVICES

REF: (A) STATE 189686, (B) STATE 187731

1. AM FULLY MINDFUL OF IMPORTANCE OF PROMPT, EFFICIENT, AND COURTEOUS CONSULAR PROTECTIVE AND WELFARE SERVICES IN TERMS OF POST AND FS PUBLIC IMAGE. I HAVE MONITORED CLOSELY PROTECTIVE SERVICE ACTIVITIES PROVIDED IN CAIRO AND AM GENERALLY SATISFIED THAT THEY ARE AS GOOD AS CAN BE RENDERED IN CURRENT LOCAL SITUATION. AS DEPT. AWARE, OUR CONSULAR PREMISES ARE FAR TOO SMALL FOR THE GROWING CONSULAR DEMAND. MOREOVER, TELEPHONE AND TRANSPORT SERVICES IN CAIRO ARE TOTALLY INADEQUATE WHICH CREATES SERIOUS OPERATING PROBLEMS FOR ALL ELEMENTS OF THE POST. NEVERTHELESS, OUR CONSULAR STAFF-- BOTH AMERICAN AND EGYPTIAN-- HAVE DONE A SPLENDID JOB IN TRYING TO BE AS RESPONSIVE AS LOCAL CIRCUMSTANCES PERMIT.

2. THE CONSULAR STAFF KNOWS OF MY CONCERN THAT EFFICIENT AND COURTEOUS PROTECTIVE SERVICES BE RENDERED, AND I
LIMITED OFFICIAL USE

LIMITED OFFICIAL USE

PAGE 02 CAIRO 13664 180539Z

HAVE BEEN FORTUNATE IN HAVING CONSULAR OFFICERS WHO ARE ALIVE TO THE IMPORTANCE OF PUBLIC IMAGE ASPECTS OF DOING SO. WE HAVE ON OCCASION HAD COMPLAINTS, SOME JUSTIFIED, SOME NOT. IN ANY EVENT, THESE HAVE BEEN CORRECTED.

3. I REGRET THAT WE HAVE HAD ONE RECENT INCIDENT INVOLVING

A COMPLAINT BY MEMBERS OF A GROUP OF SENIOR AMERICANS WHO WERE TRANSITING CAIRO ABOARD JORDANIAN AIRLINE AND WERE STRANDED IN AIRPORT TRANSIT LOUNGE FOR LENGTHY PERIOD BECAUSE OF AN UNSEASONAL SANDSTORM. I HAVE RECEIVED LETTERS FROM (A) TWO SENATORS WHO FORWARDED LETTER FROM A MEMBER OF THE GROUP AND (B) LETTER SENT TO THE SECRETARY BY ANOTHER MEMBER OF THE GROUP. LETTERS ALLEGED THAT EMBASSY FAILED TO RESPOND TO REQUEST FOR ASSISTANCE. HAVE JUST SENT REPLIES TO THESE INQUIRIES, COPIES OF WHICH ARE BEING POUCHED TO NEA/EGY AND CONSULAR BUREAU. THE INCIDENT TOOK PLACE ON A SUNDAY WHEN EMBASSY WAS CLOSED AND DID NOT INVOLVE CONSULAR OFFICERS. IT RESULTED FROM COMMUNICATION LAPSE BETWEEN A MARINE GUARD ON DUTY AT THE TIME AND THE DUTY OFFICER AT HOME IN MAADI. WHILE CASE CLEARLY BORDERLINE, AND RESPONSIBILITY TO LOOK AFTER PASSENGERS SHOULD PROPERLY HAVE BEEN THAT OF JORDANIAN AIRLINE CARRIER, IT TROUBLES ME AND I DO BELIEVE THAT THE DUTY OFFICER COULD AND SHOULD HAVE BEEN MORE RESPONSIVE, ESPECIALLY SINCE SENIOR CITIZENS WERE INVOLVED. I HAVE MADE THIS POINT TO THE EMBASSY STAFF.

EILTS

LIMITED OFFICIAL USE

NNN

Message Attributes

Automatic Decaptioning: X
Capture Date: 01-Jan-1994 12:00:00 am
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: CITIZEN PROTECTION
Control Number: n/a
Copy: SINGLE
Sent Date: 17-Aug-1977 12:00:00 am
Decaption Date: 01-Jan-1960 12:00:00 am
Decaption Note:
Disposition Action: RELEASED
Disposition Approved on Date:
Disposition Case Number: n/a
Disposition Comment: 25 YEAR REVIEW
Disposition Date: 22 May 2009
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1977CAIRO13664
Document Source: CORE
Document Unique ID: 00
Drafter: n/a
Enclosure: n/a
Executive Order: N/A
Errors: N/A
Expiration:
Film Number: D770298-0882
Format: TEL
From: CAIRO
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1977/newtext/t19770854/aaaabtqs.tel
Line Count: 84
Litigation Code IDs:
Litigation Codes:
Litigation History:
Locator: TEXT ON-LINE, ON MICROFILM
Message ID: 90326b59-c288-dd11-92da-001cc4696bcc
Office: ACTION SS
Original Classification: LIMITED OFFICIAL USE
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 2
Previous Channel Indicators: n/a
Previous Classification: LIMITED OFFICIAL USE
Previous Handling Restrictions: n/a
Reference: 77 STATE 189686, 77 STATE 187731
Retention: 0
Review Action: RELEASED, APPROVED
Review Content Flags:
Review Date: 25-Jan-2005 12:00:00 am
Review Event:
Review Exemptions: n/a
Review Media Identifier:
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
SAS ID: 1581266
Secure: OPEN
Status: NATIVE
Subject: PROTECTIVE CONSULAR SERVICES
TAGS: CASC, EG
To: STATE
Type: TE
vdkgvwkey: odbc://SAS/SAS.dbo.SAS_Docs/90326b59-c288-dd11-92da-001cc4696bcc
Review Markings:
Margaret P. Grafeld
Declassified/Released
US Department of State
EO Systematic Review
22 May 2009
Markings: Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 22 May 2009